

As I noted during the hearing, we do not have hard numbers that quantify how many people who receive our letter notifying them of a direct deposit change actually contact us. It is not the kind of letter that requires a response – beneficiaries do not have to confirm that the change is correct.

We do know that there are nearly 60 million beneficiaries who receive their payments via Direct Deposit. A very small number of them call to question the information in the notice, and we take their calls very seriously. When there is a possibility of fraud, we refer the case to our Office of the Inspector General (OIG), who can then open a fraud investigation.

We defer to the OIG with respect to the number of fraud investigations they have initiated based on an unauthorized direct deposit change.